

June 26, 2012

Via Overnight:  
Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
9300 East Hampton Drive  
Capitol Heights, MD 20743

Re: JULY 2, 2012 REPORT  
WC Docket No. 10-90, Annual 54.313(a)(2) through (6) and (h) Report of High-Cost  
Recipient

Dear Ms. Dortch:

Enclosed herein is the annual report for Sierra Telephone Company Inc., Study Area Code  
542338 pursuant to §54.313 of the Commission's rules.

We are filing this report via the FCC ECFS system.

Please contact me with any questions by telephone at 559-683-4611 or by E-mail at  
[cindyh@stcg.net](mailto:cindyh@stcg.net).

Sincerely,



Cindy A. Huber  
Vice President Operations

Enclosures

Copies to:

Karen Majcher  
Vice President-High Cost and Low Income Division  
Universal Service Administrative Company  
2000 L Street NW, Suite 200  
Washington, DC 20036

Chief, Communications Division  
California PUC  
505 Van Ness Ave., Room 3203  
San Francisco, CA 94103-3298

Picayune Rancheria of the Chukchansi Indians  
46575 Road 417  
Coarsegold, CA 93614-8776

SIERRA TELEPHONE COMPANY, INC.  
2012 Annual 54.313 Report of High-Cost Recipient

CERTIFICATIONS

In compliance with the following regulations, Sierra Telephone Company, Inc. (Sierra Telephone), by Cindy A. Huber its Vice President Operations hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

54.313(a)

47 CFR § 54.202(a)(1)(i) – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

47 CFR § 54.313(a)(5) – It will make reasonable efforts to comply with applicable service quality standards contained in California Public Utilities Commission (CPUC) General Order 133-C, Rules Governing Telecommunications Services – Service Quality, CPUC General Order 168, Market Rules to Empower Consumers and to Prevent Fraud – Consumer Protection, and related CPUC orders, and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flags Rule to prevent identity theft. See Page 5.

47 CFR § 54.313(a)(6) – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR § 54.202(a)(2). See Page 6.

Certified by:

  
Signature

Cindy A. Huber  
Printed Name

Vice President Operations  
Title

June 26, 2012  
Date

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54.313(a)(2) Detailed Information on Outages in 2011

54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area: or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:
  - (A) The date and time of onset of the outage;
  - (B) A brief description of the outage and its resolution;
  - (C) The particular services affected;
  - (D) The geographic areas affected by the outage;
  - (E) Steps taken to prevent a similar situation in the future; and
  - (F) The number of customers affected.

Sierra Telephone is a state-certified Eligible Telecommunications Carrier (ETC) and follows the CPUC rules under General Order 133-C Part 4 that adopted the FCC's Part 4 rules concerning communications disruptions and outages through the FCC's Network Outage Reporting System (NORS) reporting requirements for its major service interruption reporting, and the annual ETC outage report.

Sierra Telephone had no outages affecting at least ten percent of the end users in 2011.

Sierra Telephone had no outages affecting a 911 special facility in our service area in 2011.

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54.313(a)(3) Unfulfilled Service Requests

54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers.

Sierra Telephone is a state-certified ETC.

Sierra Telephone had two unfulfilled requests in 2011, and is working to provide service to those potential customers. One request is pending right-of-way and one request is waiting for the customer to sign the construction agreement.

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54.313(a)(4) The Number of Complaints per 1,000 Connections

54.313(a)(4) Any recipient of high-cost support shall provide the number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

During 2011, Sierra Telephone received 0.15 complaints per 1,000 working access lines.

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54.313(a)(5) Certification

54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules.

54.313(a)(5) Sierra Telephone's certification is on Page 1 of this document. The following statements describe Sierra Telephone's compliance with the CPUC requirements for service quality standards and consumer protection.

Service Quality Standards

Sierra Telephone complies with the service standards of the CPUC General Order 133-C, Rules Governing Telecommunications Services – Service Quality, and CPUC General Order 168, Market Rules to Empower Consumers and to Prevent Fraud – Consumer Protection, and related orders of the CPUC.

Consumer Protection

Sierra Telephone complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information (CPNI) and the Federal Trade Commission Red Flags Rule to prevent identity theft. Sierra Telephone has adopted CPNI and Red Flags Rule procedures, training, recordkeeping, and supervisory reviews.

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54.313(a)(6) Certification

54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

54.313(a)(6) Sierra Telephone's certification is on Page 1 of this document. The following provides information that Sierra Telephone is able to function in emergency situations as set forth in §54.202(a)(2).

Back-up Power

Sierra Telephone has a reasonable amount of fixed generator back-up power, fueled by diesel, propane, gasoline, and battery to ensure functionality without an external power source for its host switch and remote switches.

Sierra Telephone also has fourteen additional stand-by portable generators available for deployment.

Ability to reroute traffic around damaged facilities

Sierra Telephone has built redundant facilities between its exchanges and to its connecting companies. These redundant facilities are in the form of Synchronous Optical NETWORK (SONET) rings and Dense Wave Division Multiplexing (DWDM) rings.

Sierra Telephone has alternate physical facilities to AT&T, Verizon, Worldcom, Qwest, Global Crossing, and Sierra Tel Long Distance (STLD). They are Sierra Telephone's interconnection to the Public Switch Telephone Network (PSTN).

Capability to manage traffic spikes resulting from emergency situations

Sierra Telephone has 18,291 customers. The host switching fabric is non-blocking. All of Sierra's host-remote links are engineered to a 4 to 1 concentration ratio. Sierra's transport capacity to the PSTN can handle 1,244 simultaneous calls.

Sierra Telephone takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations, but we will continue with our best efforts for our network during such an event.

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54.313(h) Additional Voice Rate Data

54.313(h) All incumbent local exchange carrier recipients of high-cost support must report all rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart, that are below the local urban rate floor as defined in §54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

As of June 1, 2012, Sierra Telephone did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.

Sierra Telephone filed its Rate Floor Data Collection with the National Exchange Carrier Association (NECA). Please see Attachment A for that filing.